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# DEPARTMENT OF ADMINISTRATION

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GENERAL SERVICES AGENCY

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Lt. Governor (Sigunda Maga'láhi)

## INVITATION FOR BID - GSA-040-21 Telecommunication Upgrade - GBHWC

### Questions received from: Pacific Data System on 8/10/21

#### Question 1:

The United States Department of Homeland Security has warned against the use of Information Technology Services and Equipment from Chinese Telecom Firms. The agency's report specifically names Chinese telecoms Huawei and ZTE specifically as threats to U.S. companies, service providers, and network operators.

Please advise if the Government of Guam's policy regarding use of these manufacturers' equipment as a source for this IFB is prohibited.

Response: Government of Guam follows the policy of the United States Department of Homeland Security that has warned against the use of Information Technology Services and Equipment from Chinese Telecom Firms.

#### Question 2:

Please advise if bidders must provide proof, with their bid submission, of a certificate of authority (COA) as a locally exchange carrier (LEC) issued by the Public Utilities Commission (PUC) in order to lawfully provide the voice communications services (reference 12 GCA §12203).

Response: Bidders must provide COA proof issued by PUC as a local exchange carrier with their BID Submission.

#### Question 3:

Reference 5GCA §5267, Please provide the sources of the technical specifications utilized for this bid invitation.

Response: Specifications was based on market research via internet.

#### Question 4:

Is GBHWC seeking Internet Access services under this procurement? If so, please more clearly define the requirements for this service:

- The download and upload bandwidth required,
- Number of Static IP addresses that should be included.
- Whether the bidder should also provide a router and firewall with the services.

Response: Internet access for WiFi hosted System is for staff and guest.

- 50 mpbs for download and upload bandwidth
- If Static IP addresses are needed to be configure then GBHWC will provide
- Bidder should provide all necessary equipment needed for this service.

**Questions received from: GTA on 8/10/21**

**Question 1:**

Please confirm who is responsible for doing any inside wiring?

**Response:** Bidder is responsible for providing necessary wiring for VOIP and WiFi hosted System.

**Question 2:**

Please advise how many hosted VOIP handsets and services are required and specify by location.

**Response:** Reference to the BID GSA-040-21 Item 1.0 under number of phones, location is at GBHWC Main Tamuning Branch and Healing Hearts.

**Question 3:**

Please advise if vendor shall provide the cost on bidding/remarks or if GSA is requesting that vendor just provide the remarks and include total monthly/annual services on 1.0 and 2.0 of the GSA IFB.

**Response:** Bidder will provide the total monthly/annual cost of service for section 1.0 and 2.0 of the BID specification.

**Question 4:**

To reduce handset cost and provide flexibility, please advise if MAX UC soft phone client services will be needed or required as a feature to provide remote control ability. If so, please provide an updated bid form to include this feature.

**Response:** Bidder must follow BID specification as specified.

**Question 5:**

Please advise if GBHWC is requiring for WiFi coverage throughout the (2) entire facilities GBHWC 790 Gov. Carlos G. Camacho Road, Tamuning Guam and Healing Hearts 215 Duenas Dr. Tamuning Guam 96913.

**Response:** Reference Item 2.0 BID specifications implement and configure manage WiFi System that incorporates internet connectivity with meshing throughout the facility.

**Question 6:**

Please advise if GBHWC would like vendor to install WiFi in the patient rooms or can vendor install the AP at the common areas/hallways as long as signal reaches throughout the facility.

**Response:** GBHWC would like bidder to install WiFi access point at the common areas/hallway as long as internet signal reaches throughout the facility.

**Question 7:**

Please advise if vendor will need any safety/security training before installing equipment.

**Response:** Yes, bidder will need safety/security briefing prior to installing equipment.

**Question 8:**

Please advise if GBHWC will require vendor to provide firewall protection solution for the WiFi Network.

**Response:** Currently GBHWC is protected by Office of Technology (OTECH) government GGWAN firewall therefore, will not require bidder to provide firewall protection solution for the WiFi Network.

**Question 9:**

Can you advise if GBHWC will require vendor to provide URL filtering and control?

**Response:** Bidder is not required to provide URL filtering and control services which is currently managed by GGWAN firewall.

**Questions received from: Docomo Pacific on 8/10/21**

**Question 1:**

Please confirm if equipment for the bid is to be leased or owned.

**Response:** Lease support agreement is preferred.

**Question 2:**

Will awarded provider be allowed to utilize existing fiber between IDF/comms racks for GBHWC?

**Response:** Yes

**Question 3:**

Will awarded provider be allowed to utilize existing outlets/UPS at MDF/IDF locations at GBHWC and Healing Hearts?

**Response:** Yes

**Question 4:**

Will awarded provider be allowed to utilize existing rack 1st/2nd/3rd FLR at GBHWC?

**Response:** Yes

**Question 5:**

Will awarded provider be providing network rack for Healing Hearts location?

**Response:** Yes

**Question 6:**

Will awarded provider be allowed to use existing network lines to each workstation for VOIP Phones at GBHWC and Healing Hearts? Or will awarded provider run a separate network line to each location VOIP phone will be installed for GBHWC and Healing Hearts?

**Response:** Yes, bidder will be allowed to use existing network lines to each workstation for VOIP phones at GBHWC and Healing Hearts. The bidder will be required to provide a separate patch cable to the instruments. No separate network lines.

**Question 7:**

GBHWC Floor Map indicated 112 drops total from 1st to 3rd floor, if awarded provider is to use existing network lines, will additional network lines be completed on all floors to match count of units/workstations prior to installation?

**Response:** Actual count is 183 drops from attached A building layout. No additional drops needed at this time.

**Question 8:**

Provided number of workstations is 148 and Phones 130. Will awarded provider provide each workstation with an VOIP Phone?

**Response:** To be determined by GBHWC Management and OTECH

**Question 9:**

Are all workstations to be installed with a VOIP phone connecting back to a POE capable switch at GBHWC and Healing Hearts?

**Response:** To be determined by GBHWC Management and OTECH

**Question 10:**

Will awarded provider providing network POE switches? Or will we be using existing network POE switches?

**Response:** Bidder will be using existing network POE switches.

**Question 11:**

Confirm current total amount of Trunk lines (Sessions) with their current PBX provider for GBHWC and Healing Hearts?

**Response:** IFB section 1.0 identifies total number of phones for both GBHWC Tamuning Main Branch and Healing Hearts facilities.

**Question 12:**

Confirm current total amount of Analog direct lines (Fax, Security Alarms, Credit Card) at GBHWC and Healing Hearts?

**Response:** Fax Lines = 12; Security Alarms = (Is setup as part of the fire control system); Credit Cards = None.

**Question 13:**

Confirm if the existing units are Digital Phones or IP Phones at GBHWC and Healing Hearts?

**Response:** All digital/Analog phones except for Project LINC location at GBHWC Tamuning Main Branch 1st Floor that is using IP Phones (12)

**Question 14:**

Confirm if GBHWC/Healing Hearts would need any Analog extension phones (cordless or regular desk handsets)?

**Response:** Yes (Cordless/Regular Desk Handsets will do)

**Question 15:**

Confirm amount of VOIP Phones per each floor on GBHWC? And Healing Hearts?

**Response:** GBHWC Main = 130 and Healing Hearts = 10

**Question 16:**

May GBHWC / Healing Hearts provide us more details regarding call center requirements?

**Response:** Both GBHWC/Healing Hearts incoming calls will be automated to direct incoming calls to appropriate facility/location/section.

**Question 17:**

Confirm if awarded provider may propose a unit with similar capabilities to the Polycom 500 stated on specifications?

**Response:** Yes, Polycom 500 was simply for reference.

**Question 18:**

Will the PBX be integrated and configured to allow direct EXT to EXT calls between both locations (GBHWC & Healing Hearts)?

**Response:** Yes

Question 19:  
Will both locations GBHWC & Healing Hearts share Trunk Line (Sessions)?

Response: Yes

Question 20:  
May Healing Hearts provide current floor plan/building layout? IFB only included floor plan layout for Main GBHWC location.

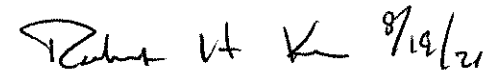
Response: No building layout of Healing Hearts at this time.

Question 21:  
Please confirm if the bid is only for equipment upgrades or if it includes recurring service fees for phone service and internet service. If bid includes internet service fee, please identify internet speed requested.

Response: Please identify on BID requirements all equipment/upgrade/phone service/wifi/internet service and all recurring service fees. Internet speed will be at 50mpbs download and upload bandwidth.

Question 22:  
Can we request bid deadline extension?

Response: Refer to Amendment 3 dated 8/19/21 – "Bid Opening" date to now read: 8/27/21 at 2:00 P.M.

  
/ CLAUDIA S. ACFALLE  
Chief Procurement Officer

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